

From DSHS' ProviderOne Provider Readiness Team

Our apologies! We recognize that our response time to your ProviderOne requests is well exceeding our 48 hour commitment. In some areas like Security, we estimate our backlog has reached two weeks! We appreciate that providers are responding to our requests to prepare and recognize our response time is unacceptable.

While we reallocate and train staff to help respond to your questions, please assist us by contacting DSHS staff via email. (See the list below for topic specific email addresses.) To help us expedite your message to the staff who can assist you, please include specific information in the subject line. For example, if you are "locked out," include that in the subject line. The message should include:

- Your Tax ID
- NPI
- Domain or organizational name
- User Name
- What the problem is

We also want you to know what we are doing to correct this problem:

1. We are reallocating current resources to areas where you need our support, including Security, Registration, and Testing for HIPAA batch submitters.
2. We are scheduling topic specific webinars that will begin Sept. 29 and run through the month of October. We will notify you through this email list when the schedule is published. During the webinars, you will have the opportunity to ask questions and we will have subject matter experts on hand to answer you. Topics will include:
 - a. General Readiness and Cutover Schedule
 - b. Getting Started with ProviderOne Security
 - c. Getting Started with ProviderOne Registration
 - d. Using Taxonomy and Other Identifiers to Get Paid
 - e. HIPAA Batch EDI Testing.

You should know that if you have already left us a voicemail or email, a ticket has been logged and we are answering in the order received. Please do not leave additional messages on the same topic. It slows down our response time.

Once again, please accept our apology. Thank you for assisting us with our goal of implementing ProviderOne without interruption of services for our clients or payments to providers.

PROVIDERONE RESPONSE TEAM

It's important to us that you have access to staff who can answer your questions about ProviderOne. As mentioned above, while resources are being reallocated and trained, please use email whenever possible.

- **Security** questions and login issues provideronesecurity@dshs.wa.gov [1-800-562-3022 select option 2,4,1]
- **Registration** process, change an NPI or Tax ID number providerenrollment@dshs.wa.gov [1-800-562-3022 select option 2,4,2]
- **HIPAA EDI Gateway**, setting up SFTP, or missing/bad 997 file [1-800-562-3022 select option 2,4,3]
- **HIPAA testing** issues hipaa-help@dshs.wa.gov [1-800-562-3022 select option 2,4,4]
- ProviderOne **general questions** providerone@dshs.wa.gov [1-800-562-3022 select option 2,4,wait]

WHAT IS PROVIDERONE?

The Washington State Department of Social and Health Services (DSHS) is replacing its current Medicaid Management Information System with a new payment processing system we have named ProviderOne. ProviderOne will be the primary provider payment processing system for DSHS. When fully operational, it will pay about 100,000 providers who serve 1 million people who qualify for DSHS services each year. Visit our website <http://hrsa.dshs.wa.gov/ProviderOne> to learn more.

HOW TO JOIN OR LEAVE THIS LIST

If you do not want to receive these updates, or you would like to have others in your organization receive these messages as well, you can add new contacts or unsubscribe from the distribution list anytime at:

http://listserv.wa.gov/archives/providerone_provider_readiness.html